



CORROSION CONTROL

QUALITY MANUAL

MANUAL NO:	
ISSUED TO:	
DATE:	

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TF3 3AY

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APPROVED BY: _____

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DISTRIBUTION OF THE QUALITY MANUAL

All employees have a responsibility for the quality of the Company's services.
Controlled copies of this Manual are issued to personnel listed in an Issues Register.

It is the responsibility of all personnel on the distribution list to ensure that they and the workforce directly under their control are familiar with this Quality Manual and the associated Quality Procedures which directly relate to the activities carried out.

Controlled copies of this Manual will not be issued to Customers.

When requested by our Customers a copy of this Manual may be issued on the authority of the Directors but it is to be clearly marked as Uncontrolled and will not be kept upto date.

Uncontrolled



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BS EN ISO 9001: 2000, REQUIREMENT 4

GENERAL REQUIRMENTS

BS EN ISO 9001: 2000, REQUIREMENT 4.1

The Quality System specifies the management objectives, policies, organisation and systems that have been developed to ensure compliance with the requirements of BS EN ISO 9001: 2000 covering the following activities/process of the business;

- Design, Manufacture and Supply of Cathodic Protection Systems, Components and Pinbrazing Equipment.
- Provision of Cathodic Protection and Pinbrazing Services
- Product Stockholder, Specialist Distribution and Supplier of Cathodic Protection and Pinbrazing Equipment.

The relevant inspection activities and controls for non-conforming goods, materials and services together with provision for analysis and evaluation, support these processes.

The Management Representative is responsible for ensuring that the Quality System is reviewed on a regular basis.

REF: QAP000 Index of Quality Procedures

DOCUMENTATION REQUIREMENTS/QUALITY MANUAL/CONTROL OF DOCUMENTS BS EN ISO 9001: 2000, REQUIREMENT 4.2, 4.2.1, 4.2.2, 4.2.3

The quality management system includes documented statements of a quality policy and quality objectives, this Quality Manual, documented procedures required by BS EN ISO 9001: 2000 for the management of the quality system, and documented procedures relating to the Company's business operations. Quality records produced during the implementation of the Company's operations and quality management activities are also included in the system.

This Quality Manual describes the Company and the scope of activities it undertakes, together with a brief description of the interaction between the various processes. Operating Procedures have also been developed both at the corporate level (System Management) and also locally for the Branch Offices.

Exclusions from the requirements of ISO 9001: 2000 are identified in the Product Realisation section of this Manual commencing on Page 10.

The Company has established and implemented a documented procedure for the control of documents, particularly those documents relating to the Quality Management System. This documented procedure will provide the control to ensure that all documents are reviewed, updated, and authorised, and that current versions of documents are available at the point of use. It also ensures that documents are legible and readily identified.

The Quality Manual is amended and controlled as described in Procedures Manual.

REF: QAP000 Index of Quality Procedures
QP 010 Document Control

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BS EN ISO 9001: 2000, REQUIREMENT 4.2.4

Records of all business activities (*inspection & tests*) are maintained on the Computer System or in the relevant Record Files.

These records are suitably stored so as to ensure preservation and easy retrieval.

The Quality and Procedures Manuals, Internal and External Audits, Training and Management Reviews are retained by the Management Representative/Quality Administrator for a minimum period of three years with a list of quality records shown in the Procedures Manual.

REF: QAP 025 Records.

**MANAGEMENT RESPONSIBILITY
BS EN ISO 9001: 2000, REQUIREMENT 5**

**MANAGEMENT COMMITMENT
BS EN ISO 9001: 2000, REQUIREMENT 5.1**

Top management has provided evidence of its commitment to the principles of quality management by;

- Communicating to all Staff the importance of meeting Customer requirements throughout the course of their employment.
- Compiling and establishing the Quality Policy.
- Ensuring that Quality objectives are established through operational meetings, staff appraisals and contact with Customers.
- Conducting regular Management Reviews of the Quality System.
- Ensuring that sufficient resources are available and correctly used.

**CUSTOMER FOCUS
BS EN ISO 9001: 2000, REQUIREMENT 5.2**

The Managing Director ensures that Customer requirements are determined and met through regular reviews with Customers and Staff. The Company recognises that Customers perceived and actual requirements often change throughout the course of an order/project, and the Company always ensures that each Customer is provided with the relevant product/service in a constantly changing environment.

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BS EN ISO 9001: 2000, REQUIREMENT 5.3

BAC Corrosion Control Limited specialises in the following activities through its offices in Telford (UK), Tripoli (Libya) and Dubai (UAE);

Design, Manufacture and Supply of Cathodic Protection Systems, Components and Pin Brazing equipment. Provision of Cathodic Protection and Pin Brazing Services. Product Stockholder, specialist Distributor and Supplier of Cathodic Protection and Pin Brazing Equipment.

The Company endeavours to satisfy or exceed Customer expectations and is committed to a policy of Quality Assurance throughout its activities, ensuring that the service/product quality satisfies the specific contractual obligations of our Customers together with the standards of quality specified in BS EN ISO 9001: 2000 and any other relevant documents which augment this standard including the adherence to Statutory and Regulatory requirements.

It is the policy of the Company to supply products/services of a quality that will merit and earn Customer satisfaction, thus enabling the Company to retain our existing Customers and to generate new Customers through a policy of continual improvement of our systems and working practices.

Systems are in place to assess the effectiveness of the quality system with regular meetings being held to review performance and set/review quality objectives with any additional quality objectives / measures introduced as considered necessary by the management in line with the Company's business requirements. These reviews will also consider the continuing suitability of the Quality Policy.

All personnel share responsibility for the quality of the products/services supplied to our Customers and the Company will provide reasonable access for our Customer's representatives to discharge their quality responsibilities.

New and existing personnel are made aware of the Company's quality policy either during ongoing training sessions or Company induction.

The Managing Director has given the Management Representative full authority to carry out the quality policy of the Company and all Company personnel are required to cooperate with the Management Representative in carrying out this task.

This Quality Manual and the associated Procedures are approved by the undersigned as the authoritative documents relating to Quality within the Company.

APPROVED BY: _____

A.P. Gerrard – Managing Director



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BS EN ISO 9001: 2000, REQUIREMENT 5.4

Quality objectives have been established for the Company and these are reviewed and adjusted at the Management Review Meetings.

Quality planning activities, procedures and responsibilities are defined and documented in a Procedures Manual which is available to all personnel for training and reference purposes.

RESPONSIBILITY, AUTHORITY AND COMMUNICATION

BS EN ISO 9001: 2000, REQUIREMENT 5.5

An organisation chart illustrating the Company structure is shown on page 7 and delegation is carried out through the organisation structure with the relevant procedures defining the responsibilities for specific personnel. Organisation structures are maintained locally for all Branch Offices.

The Managing Director is responsible for the existence of a Quality System that satisfies the requirements of BS EN ISO 9001: 2000 together with any other related standards ensuring that specific contractual requirements are met and that any statutory or legal requirements affecting the service are complied with.

The General Manager is the Company's management representative on quality matters and is responsible for implementing and maintaining the Quality System in accordance with the procedures, reporting to the management on the performance of the quality system and for ensuring that channels exist which allow quality problems to be recorded, analysed and solutions found. The Quality Administrator supports the Management Representative in all matters relating to the upkeep of the Quality System.

The Company believes that the organisation structure, quality related job descriptions and the relevant procedure(s) reflects the verification requirements which are needed within the Company and that the resources available are considered to be adequate to carry out the management, inspection, testing and monitoring of the service where necessary to ensure compliance with the requirements of the Customer.

Various avenues of communication exist within the Company and these are covered under their respective procedures

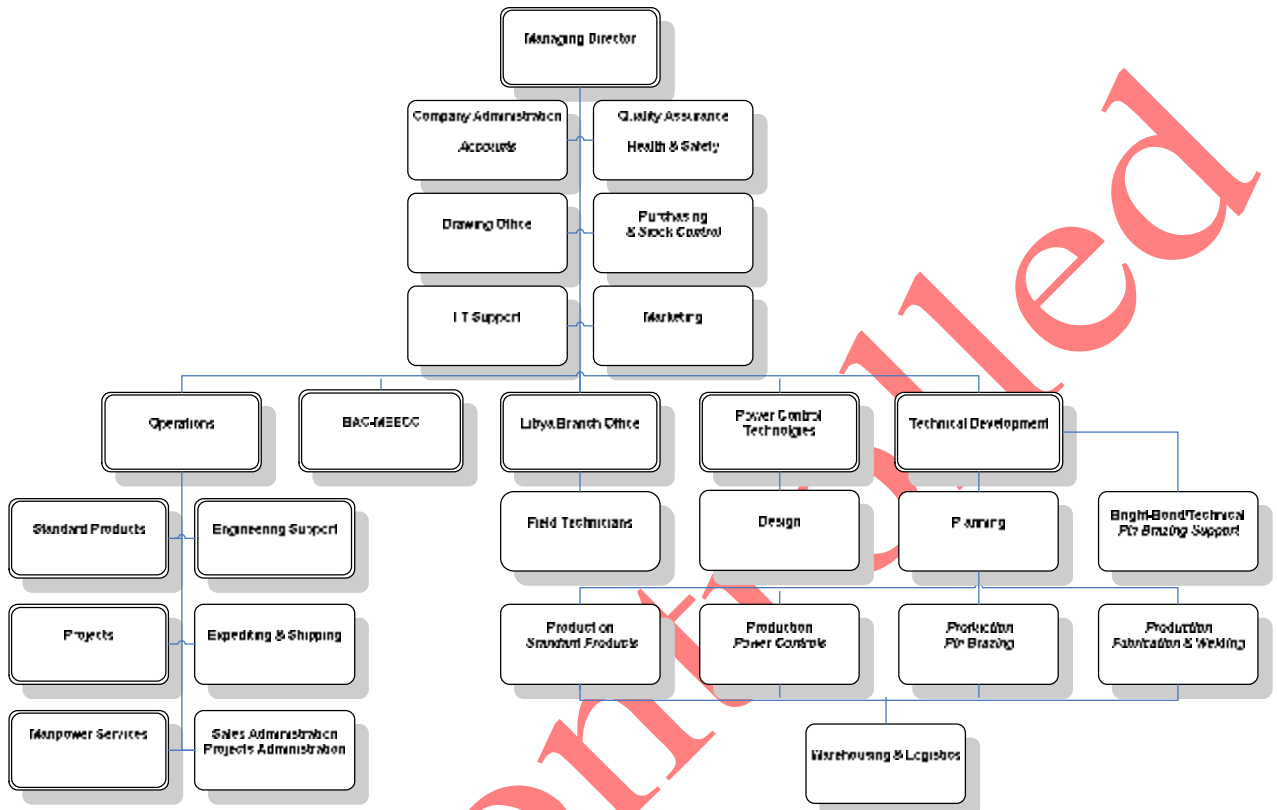
REF: QAP000 Index of Quality Procedures



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ORGANISATION CHART



MANAGEMENT REVIEW
BS EN ISO 9001: 2000, REQUIREMENT 5.6

The Top Management together with other personnel as considered necessary by the Managing Director meet 4 monthly to review the effectiveness of the Quality System and to take any necessary action to improve the existing methods and systems of working.

Records are maintained of each review meeting together with any corrective/preventive action(s) agreed and follows an agreed agenda.

REF: QAP 002 Management Review.

RESOURCE MANAGEMENT
BS EN ISO 9001: 2000, REQUIREMENT 6

HUMAN RESOURCES
BS EN ISO 9001: 2000, REQUIREMENT 6.2

All personnel who are engaged by the Company share responsibility for the quality of their own work and inspection procedures exist where necessary to ensure continuing good workmanship.

New personnel are made aware of the Company's method of operation and specific responsibilities at the commencement of employment and have to demonstrate a satisfactory level of competence in the tasks for which they are employed to the satisfaction of the Managing Director before being released to work unsupervised on any activity affecting the quality of the component / service supplied to our Customers.

Records are maintained of individual skill/competence levels and trade/technical qualifications, where applicable, with appraisals undertaken for all personnel to identify training needs appropriate to the needs of the individual and the Company.

The training requirements of the Company are reviewed on a regular basis.

REF: QAP 002 Management Review
QAP 027 Training.

INFRASTRUCTURE
BS EN ISO 9001: 2000, REQUIREMENT 6.3

The Managing Director is responsible for the provision of adequate equipment, systems, facilities and buildings to enable the product/services supplied to our Customers to be provided in accordance with their requirements

WORK ENVIRONMENT
BS EN ISO 9001: 2000, REQUIREMENT 6.4

The Managing Director is responsible for the provision and maintenance of a suitable working environment commensurate with the products/services being provided.



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PRODUCT REALISATION BS EN ISO 9001: 2000, REQUIREMENT 7

PLANNING OF PRODUCT REALISATION BS EN ISO 9001: 2000, REQUIREMENT 7.1

The Company has established its processes for product/service realisation, which are set out in documented procedures. The planning activity is demonstrated by the existence of these operating procedures. Records relating to service provision, both paper and electronic, are subject to the documented procedure describing the control of quality records.

CUSTOMER RELATED PROCESSES BS EN ISO 9001: 2000, REQUIREMENT 7.2

Enquiries

All enquiries are reviewed by either a Director or Manager to ensure that the Company can meet the Customers requirements before being processed in accordance with the procedures.

Contracts/Orders

All orders are reviewed by a Director or Manager to check that the requirements are adequately defined and are as quoted, (*where a quotation has been previously supplied*) before being actioned in accordance with the procedures.

It is the policy of the Company to acknowledge all orders unless the specification and terms have not been adequately agreed.

If the order requirements differ to those quoted the variations will be agreed between the Company and the Customer before proceeding with the order.

Procedures also exist to handle changes to orders and where order conditions differ from normal methods of operation with any variations agreed being recorded on the appropriate documentation in accordance with the procedures.

Assessment of any additional resource's, including equipment and manpower, which are considered necessary is carried out during the review of the enquiry or at the review of the order.

REF: QAP 004 Enquiries, Quotations & Contract Review.
QAP 006 Market Development



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DESIGN AND DEVELOPMENT BS EN ISO 9001: 2000, REQUIREMENT 7.3

All personnel involved in the design & development activities are adequately trained/experienced to translate the performance requirements of the Customer or Company into practical designs capable of being developed, produced and tested to meet the needs of the Customer/Company.

The Managing Director has overall responsibility for the training and effectiveness of all staff who perform design & development and associated verification activities.

The Engineering Manager carries out an analysis of the design & development work required and allocates appropriate resources to meet the needs of the project with this recorded on the relevant documentation which also records the activities required to complete the project.

The design & development brief is the agreed specification for Company lead work and provides a suitable level of detail for the design & development work to commence with any additional requirements obtained by the Engineering Manager.

The design & development output requirements such as calculations, drawings etc., are recorded and procedures exist for the verification of designs, drawings and calculations including design & development reviews as appropriate

Procedures also exist to handle changes to the design & development activity with these changes documented and authorised.

The implications of any major changes will be reviewed in accordance with the procedures.

REF: QAP 003 Product, System & Project Design
QAP 008 Drawing Office.

PURCHASING
BS EN ISO 9001: 2000, REQUIREMENT 7.4

Purchasing

The purchasing system is designed to control the quality of all purchased goods, materials and specialist services used in the provision of our services and it contains provisions to meet the following criteria.

Goods, materials and services are to be purchased from suppliers / sub contractors who are on the 'Evaluated Supplier's/Sub-Contractors' list and have either a satisfactory assessment to BS EN ISO 9000 series quality systems (*or to another appropriate Quality System Standard*) or who can demonstrate to the Managing Director or Quality Administrator, either by regular assessment or historical performance a satisfactory record of supplies to the Company.

The purchasing system is controlled by the Managing Director and is fully defined in the procedure Manual.

Assessment/Evaluation of Suppliers & Sub-Contractors

All Suppliers/Sub-Contractors supplying goods, materials and specialist services, are assessed/evaluated by the Managing Director or the Quality Administrator to determine their acceptability based upon the criteria outlined above before being entered in the Evaluated Suppliers /Sub-Contractor's list.

Purchasing Data

Purchases are made using a purchase order which defines the required goods, materials or services together with any other applicable technical data.

Verification of Purchased Goods and Services

It is the policy of the Company to provide a facility for the Customers representatives to have access to relevant quality documentation in relation to an order and when required by the contract/order, to verify at source that purchased goods/services conforms to the specified requirements.

REF: QAP 014 Purchase Order Processing



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BS EN ISO 9001: 2000, REQUIREMENT 7.5.1

The Company has developed procedures that control the process activities of the Company. Quality of workmanship is achieved by training and written work instructions (*where the Managers consider this necessary*).

In cases where contract conditions or Customer requirements are additional to or differing from the Company's normally accepted practices, the more stringent requirements will take precedence and will be brought to the attention of all personnel by written instructions.

Machines and equipment used in the provision of the Company's services undergoes regular maintenance in accordance with the procedures under the control of the relevant Managers.

If the Customer requests, the Company will issue a "Certificate of Conformity" to verify the condition of product or components despatched, detailing any concessions agreed and a statement on the conformance of the service to the required specification.

The Company has also established a system for identifying any process or processes that cannot be verified by subsequent inspection and testing of the service during its provision.

REF: QAP 007 Manufacturing
QAP 012 Hire of Equipment
QAP 013 Service & Repair
QAP 019 Import and Export

VALIDATION OF PROCESSES FOR PRODUCTION/SERVICE PROVISION

BS EN ISO 9001: 2000, REQUIREMENT 7.5.2

The inspection status of accepted material, goods, finished factored parts or components/product is identified by labelling, marking or route card where necessary at receiving inspection and throughout the service delivery process and final inspection.

Inspection requirements are stated on the appropriate drawings/sketches, work instructions or documentation.

The status of in-process and finished product, goods, materials, components or proprietary items that have been inspected and rejected is also clearly identified by labels or marking with the affected items isolated where practical to prevent inadvertent use.

REF: QAP 015 Goods Receiving, Storage & Delivery
QAP 022 Inspection & Testing

IDENTIFICATION AND TRACEABILITY

BS EN ISO 9001: 2000, REQUIREMENT 7.5.3

The Company has installed procedures, which ensure that goods, components, materials and proprietary items are adequately identified at all stages.

Where appropriate the traceability of individual batches of raw materials, components and proprietary items through to the finished product is maintained.

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All personnel are instructed to ensure that items are adequately identified throughout the storage and production activities within the Company.

Certificates of conformity/test certificates etc., supplied in relation to a Purchase Order are verified during the goods receiving procedures and retained in accordance with the procedures.

REF: QAP 014 Purchase Order Processing
QAP 015 Goods Receiving, Storage & Delivery
QAP 020 Inspection and Test Status

CUSTOMER PROPERTY

BS EN ISO 9001: 2000, REQUIREMENT 7.5.4

When components/products/materials are supplied by the Customer it shall be subject to receiving inspection procedures, segregated where practical and clearly identified as Customer supplied product.

Problems observed during processing or where components/product/material is lost or damaged after receipt will be notified to the Customer in accordance with the procedures.

REF: QAP 015 Goods Receiving, Storage & Delivery

PRESERVATION OF PRODUCT

BS EN ISO 9001: 2000, REQUIREMENT 7.5.5

Materials Handling and Storage

Incoming goods/materials are identified by labelling or marking as appropriate during goods receiving activities and are retained in the original packaging or suitably protected from damage before being stored in the allocated storage areas to prevent damage and deterioration until required for use.

In-process and finished components/product is identified throughout the service process and suitably protected as necessary to prevent damage.

Methods of handling part and finished component/product are stated in the procedures, which make reference to any equipment to be used where applicable.

It is the policy of the Company to identify any special handling requirements at the Contract Review stage. Holding areas are also maintained and controlled for: -

- Non-Conforming Goods and Material
- Finished Manufactured Goods
- Finished Factored Goods

The relevant Manager or his appointed representative checks on a regular basis that the storage and working areas are clean and tidy and that raw materials, finished factored parts, in-process and finished component/product are adequately protected against damage and deterioration.

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required for production or use.

The packing requirements for items purchased is specified clearly on the Purchase Order document, where applicable.

The packing requirements for our finished product is specified in Work Instructions where necessary, or Customer Special Instructions and can only be varied on the authority of the relevant Manager.

The Engineer carrying out the in the final inspection operation is responsible for the finished product quality and for ensuring that the packing and labelling meets the Customer's requirements.

The procedures define the actions to be taken in the event of non-conformities arising and the actions to be taken.

REF: QAP 015 Goods Receiving, Storage & Delivery

CONTROL OF MONITORING AND MEASURING DEVICES BS EN ISO 9001: 2000, REQUIREMENT 7.6

All measuring and gauging equipment used in carrying out the inspection and test procedures to demonstrate the conformance of goods or materials is listed in an Inspection Equipment Register with each item being uniquely identified.

Equipment is used in accordance with good engineering practices ensuring that measurement uncertainty is specified and is consistent with the required measurement accuracy.

A system for the control and calibration/checking of measuring equipment has been developed and is described in the Procedures Manual together with the actions to be taken where inspection equipment is found to be faulty or out of calibration.

The relevant Manager is responsible for maintaining the Inspection Equipment Register, and for ensuring that the equipment is calibrated on time, either in-house, or by a recognised calibration laboratory.

REF: QAP 021 Control of Inspection Equipment

MEASUREMENT, ANALYSIS AND IMPROVEMENT BS EN ISO 9001: 2000, REQUIREMENT 8

GENERAL BS EN ISO 9001: 2000, REQUIREMENT 8.1

The Company has developed a culture of continual improvement, and carries out monitoring and measurement activities as far as is possible in order to ensure that Customer satisfaction is achieved. This aspect includes the documented procedures relating to process activities. The Quality Management System is used as a management tool to ensure that the Company operates as efficiently as possible.



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Customer satisfaction and feedback are controlled and recorded in accordance with the relevant procedures. They are reviewed during the management review meetings to identify trends and where applicable decide on any specific areas that need to be improved

REF: QAP 002 Management Review
QAP 023 & QAP 024 Non-Conformance, Corrective & Preventive Action

INTERNAL AUDITS

BS EN ISO 9001: 2000, REQUIREMENT 8.2.2

All aspects of the Quality System are internally audited on a regular basis to determine their compliance with procedures and BS EN ISO 9001: 2000 and to identify where corrective/preventive action or improvement may be required.

Each aspect will be audited at least once per year on behalf of the Company by the Quality Administrator (*or a nominated third party*) who are suitably trained in auditing activities.

Records of the audits are maintained by the Quality Administrator together with the details and verification of any corrective/preventive action(s) taken.

The frequency of these audits may be varied on the request of the Managing Director with this being recorded in the Management Review Minutes.

REF: QAP 026 Internal Quality Audit
QAP 002 Management Review

MONITORING AND MEASUREMENT OF PROCESSES

BS EN ISO 9001: 2000, REQUIREMENT 8.2.3

A review of processes and process capability is carried out during management review meetings to ensure that we can meet our Customer's requirements and maintain continuity of service.

REF: QAP 002 Management Review
QAP 026 Internal Quality Audits

MONITORING AND MEASUREMENT OF PRODUCT/SERVICE

BS EN ISO 9001: 2000, REQUIREMENT 8.2.4

In-process and final inspections/verifications are carried out at defined stages in the relevant process to demonstrate conformance to the specified requirements.

Inspection/verification procedures are documented in the Procedure Manual and include where applicable, responsibilities, records and actions to take in the event of non-conformity.

REF: QAP 015 Goods Receiving, Storage & Delivery
QAP 007 Manufacturing
QAP 022 Inspection & Testing

MONITORING AND MEASUREMENT OF SERVICE - RECORDS

BS EN ISO 9001: 2000, REQUIREMENT 8.2.4

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Details of all inspections and verifications that have been carried out are recorded.

A list of records to be retained is shown in the Procedures Manual.

These records are maintained by the relevant Manager or the Quality Administrator who are responsible for ensuring that they are fully completed in accordance with the procedure(s).

Records will be kept for a minimum of three years or longer if required by the terms of a specific order.

REF: QAP 025 Quality Records

CONTROL OF NON-CONFORMING PRODUCT BS EN ISO 9001: 2000, REQUIREMENT 8.3

The control of non-conformity in the Company is the subject of a documented procedure, which sets out how both internal and external non-conformities are processed. Customer complaints are logged and corrective and preventive action is subsequently recorded on the system. Internal non-conformities are also identified and logged onto the system.

REF: QAP 023 Non-Conformance & Corrective Action

ANALYSIS OF DATA BS EN ISO 9001: 2000, REQUIREMENT 8.4

Procedures exist to ensure that all relevant data is collected, analysed and reviewed to improve the performance of the Company in meeting our Customers requirements and the objectives set out in the quality policy and other related documents.

REF: QAP 002 Management Review
QAP 026 Internal Audits
QAP 023 Non Conformance & Corrective Action

IMPROVEMENT BS EN ISO 9001: 2000, REQUIREMENT 8.5

CONTINUAL IMPROVEMENT BS EN ISO 9001: 2000, REQUIREMENT 8.5.1

The Company will continually improve the quality system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

REF: QAP 002 Management Review.

CORRECTIVE ACTION BS EN ISO 9001: 2000, REQUIREMENT 8.5.2

The Company has established a documented procedure which describes how action is taken to correct non-

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conformities, and to ensure that the action is appropriate to the nature of the non-conformity. Records of corrective action will be maintained and reviewed at the management review.

REF: QAP 023 Non Conformance & Corrective Action
QAP 002 Management Review

PREVENTIVE ACTION

BS EN ISO 9001: 2000, REQUIREMENT 8.5.3

The Company has established a documented procedure which described how action is taken to prevent non-conformities recurring and to ensure that the preventive action is appropriate to the nature of the non-conformity. Records of preventive action will be maintained and reviewed at the management review.

REF: QAP 024 Preventive Action
QAP 002 Management Review